

**STATE OF WASHINGTON**

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

**PO Box 45811, Olympia WA 98504-5811**

DATE: May 23, 2025

TO: RFP # 2423-868 Interested Parties

FROM: Donna Beatty, Solicitation Coordinator

DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 04 – Answers to Bidders’ Written Questions

DSHS amends the RFP # 2423-868 procurement documents to include: Written Questions and Answers submitted by potential bidders.

**Questions Submitted in writing and the Answers provided by DSHS**

1. Can vendors submit their standard terms and conditions for inclusion/consideration in the final contract?

*If a Bidder wants to add, modify, or remove terms from the “Sample Contract” those desired changes must be submitted with the Bidder’s proposal. The proposed changes to the contract may result in a decision not to enter into a contract with the Bidder, depending on how successful the contract negotiations are, but they will not be considered at the proposal evaluation stage, nor will they affect the decision to name the Bidder as an Apparent Successful Bidder.*

1. Are vendors permitted to submit an executive summary or supplemental materials in addition to the required attachments?

*Materials that are advertisements, promotional, or are not responsive to the questions posed to Bidders in Attachment D will not be considered. If materials are provided that are responsive to questions posed in Attachment D, they may be considered, but will not be “scored.” Bidders must ensure that the questions posed in Attachment D are completely answered in the space provided within that form, or on supplemental attached sheets if the space provided is inadequate.*

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1. Do you have a budget for this project, and, if so, can you share it?

*The budget that is set aside for the entirety of the LMS course content (all course from all sources) is $811,000.*

1. What are your expectations for vendors to maintain and update courses when regulations change? For example, would it be acceptable to provide updates to courses on a monthly basis, or do you require more frequent changes?

*It is not anticipated that regular updates will be required. When there is a change in either state or federal law that requires a change to any course content, DSHS would require a modification to the course content within a reasonable time. What is reasonable would depend on how extensive the change or changes need to be and how many courses are affected. A mutually agreeable timeframe for the updates would be established on a case-by-case basis with the DSHS Contract Manager once the requirements are fully understood.*

1. What is the guidance for Attachment D/Appendix D-1 if a vendor offers a mix of content for which they are both a publisher and a reseller?

*Bidders who are submitting both courses they have developed and courses developed by others can assist the evaluation team immensely by grouping them together in the spreadsheet. For instance, if a bidder is submitting 10 self-developed courses and 17 courses published by others, listing the 10 self-published courses together and the 17 resale courses together would be appreciated. When submitting courses as a reseller, please put the name of the publisher in Column C of the spreadsheet.*

1. How critical is it that vendors be able to upload native SCORM files to the CareLearn LMS? Would you consider accepting course SCROM files sent/uploaded via AICC? AICC is an industry-standard e-learning file format that allows the upload of and access to full SCORM packages while protecting the intellectual property of the content.

*We are requiring the submittal of the files in SCORM 1.2 or 2004 formats. We do take steps to protect the intellectual property rights of our course content vendors by ensuring that the LMS platform does not allow content to be downloaded and by requiring that all users agree to the following attestation when registering to use the CareLearn LMS: “I understand I can print my certificates, transcripts, and diplomas only, and will not print, screenshot, copy, or save any of the copyrighted training information or materials.” Course content providers are expected and encouraged to include copyright notices that will be communicated to all LMS users.*

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1. Would it be possible to add a couple more categories to the drop down or should I just use whatever category it best fits even if the course doesn’t seem to fit well into any of the available topic categories?

*These categories are intended to be very broad and DSHS believes any relevant course that would qualify as a CE course would fit into one of them. Please use whatever category seems to be the best fit. For instance, if the course dealt with the nutritional needs of the DSHS client, then “Personal Care” would be a suitable category to select as the topic. Just be sure to be somewhat specific in the description of the course.*

1. What should I do if I run out of room on the Course List spreadsheet but I have more classes to enter?

*If you have more courses than there are rows that have been set up in the Course List spreadsheet, please attach a second spreadsheet and note the spreadsheet number next to the Bidder’s name in the header of the spreadsheet.*